

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 17, 2019

Maribel Marin
Executive Director
211 Los Angeles County
526 W. Las Tunas Drive
San Gabriel, CA 91776

SUBJECT: Initial CPUC questions regarding disaster-only 2-1-1 proposal

Dear Ms. Marin:

The Communications Division (CD) of the California Public Utilities Commission (CPUC) has performed an initial review of your submitted proposal dated March 29, 2019. We thank you for your interest in providing disaster-only 2-1-1 service in the areas of California currently unserved by 2-1-1 dialing.

After reviewing your application, CD has the following questions and concerns which require your response:

1. Regarding your response to Question 2.7, which counties are included in the Disaster Portal? Would it be limited to the currently unserved counties, or does it include counties with full-service 2-1-1 dialing?
2. Regarding your response to Question 2.8, with whom will 2-1-1 partners in your network sign MOUs?
3. Regarding your response to Question 2.9, Decision 11-09-016 does not permit reassignment of the lead agency in your collaborative/partner network. In accordance with the Decision, the CPUC plans to approve only one agency – the lead agency – and if the CPUC decides to accept your proposal, it will only approve 211 Los Angeles County. How do you wish to proceed with this item?
4. Regarding your response to Question 2.10, the recording as proposed is insufficient. The recording must be able to forward the caller to the appropriate responder in some fashion.
5. Regarding your response to Question 2.12, will 211 LA County develop protocols and practice exercises that reflect the required understanding and knowledge of municipal disaster regulations?
6. Regarding your response to Question 2.13, the list includes only five 2-1-1 service providers in California. How will the 2-1-1 network as a whole be utilized during disasters under your proposal?
7. Regarding your response to Question 3.2:
 - a. Considering that most 2-1-1 providers use inContact or similar systems, how would these providers access the information on your proposed Disaster Portal?

- b. As previously mentioned, Decision 11-09-016 does not permit reassignment of the lead agency in your collaborative/partner network. How do you wish to proceed on this matter?
- 8. Regarding your response to Question 3.3, would other counties and/or the CPUC be paying for the expanded utilization of inContact? If so, how much? If not, who is paying?
- 9. Regarding your response to Question 3.5:
 - a. Please expand on how these costs are derived.
 - b. Who assigns the user permissions on the Disaster Portal? Can they be changed, and if so, how?
- 10. Question 3.6 is asking about public-facing websites that your collaborative is proposing. What form would these public-facing websites take, would they be customized by county, who controls them, how is information loaded, what are the costs, etc.
- 11. Regarding your response to Question 3.7, SB 1212 funds cannot be used for ongoing costs.
- 12. Regarding your proposed budget:
 - a. What is the “indirect rate” line item listed above “Total Project Costs for 3 Years”?
 - b. There are many blank rows and aggregated amounts. For example, there are blank spaces in Items 2 through 6, while there is seemingly an aggregated amount in the costs line. Please give a full breakdown of costs per line item and attach any necessary supporting materials for us to understand your response.
 - c. Other than the switching costs, how were the proposed budget’s numbers derived?
 - d. Why does operating a website require \$375,000?
 - e. What is the purpose of the activation fee? What does it pay for? What if counties are unable or unwilling to pay an activation fee?
- 13. Regarding Attachment 2:
 - a. Why is the power of activating service concentrated on one county official? What procedures are in place if the designated official is not available?
 - b. In the deactivation section, how does the “short -term recovery phase” coincide with a declared emergency period? If it does not coincide with a declared emergency, does it coincide with some other schedule?
- 14. What alternative funding streams will 211 LA County and its partners rely on if SB 1212 funds are unavailable for use (e.g., aspects of the proposal not qualifying for funding)?

Please respond to these inquiries by **close of business Tuesday, April 30, 2019**. If you have any questions or concerns, please contact me by email at chasel.lee@cpuc.ca.gov or by phone at (415) 703-2844.

Sincerely,

Chasel Lee
Regulatory Analyst

CC: Eric Van Wambeke, Joanne Leung, Karo Serle